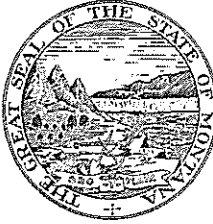


DEPARTMENT OF
PUBLIC HEALTH AND HUMAN SERVICES
DEVELOPMENTAL DISABILITIES PROGRAM



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June 29, 2006

TO: Don Kelly, President; Job Connection, Inc. Board of Directors
Rita Schilling, Director; Job Connection, Inc.

FROM: Bob Trent, Quality Improvement Specialist
Developmental Disabilities Program (DDP)

SUBJECT: Annual Quality Assurance Review

Attached is the Annual Quality Assurance Review for Job Connection. This review covers the period from August 2004 through May 2006, and addresses all DDP-funded services provided by Job Connection: Supported Living, Supported Employment, Community Supports, and Transportation.

I would like to thank the Job Connection Staff for their assistance with gathering documents for me to review and for arranging interviews with the consumers sampled during the review. I was very impressed the level of enthusiasm staff expressed for their jobs. I was also impressed with the level of satisfaction consumers expressed with their jobs in the community and with the support they are receiving from Job Connection.

cc: Suzn Gehring, DDP Regional Manager
Tim Plaska, DDP Community Services Bureau Chief
John Zeeck, DDP Quality Assurance Specialist

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QUALITY ASSURANCE REVIEW FOR JOB CONNECTION, INC.

Scope of Review: This review covers the period from August 2004 through May 2006, and addresses all DDP-funded services provided by Job Connection, Inc: Supported Living, Supported Employment, Community Supports, and Transportation.

General Areas

A. Administrative

Significant Events from the Agency

- Job Connection started operating a food booth at the YMCA.
- There was a net growth in reserve balances.
- An additional staff person was hired to help develop a client database.
- The office computers were networked.
- Agency brochures were updated to reflect more information for stakeholders.
- Four staff attended the annual MAR conference in Bozeman.
- Two staff attended the ANCOR conference in Phoenix.
- The agency purchased a pick-up truck to assist consumers when they needed to move things.
- The agency purchased a home for crisis intervention.

Policies and Administrative (DDP) Directives

- The Job Connection Policy Manual was reviewed and found to be in compliance with DDP directives. A commendation is offered to Job Connection for developing a Client Manual, which provides information to service recipients on such topics as getting to know Job Connection, the grievance procedure, service options, how to start/stop services, resources in communication, and rights and responsibilities for both consumers and Job Connection (QAOS #4).

Licensing

- Job Connection has no residential facilities which are licensed by the Quality Assurance Division.

Accreditation

- Job Connection was last surveyed by CARF in February 2005, and was awarded a 3-year accreditation. The CARF survey listed recommendations for better aligning strategic planning with the annual report and data collection, and for revising language in the agency grievance procedure to make it more understandable to people served and better define time-lines. The recommendations contained in the report have been addressed. Exemplary performance commendations were offered for providing recreational and leisure activities to develop social contacts and personal relationships.

Agency Internal Communication Systems

-Job Connection appears to have a good internal communication system. Staff meetings are held on a regular basis, with the job coaches meeting weekly and all staff meeting on a monthly basis. Also, internal communication has recently been enhanced through an internal e-mail system and group messaging on the telephones.

Fiscal

-End-of-year financial reports and budgets are always received in a timely manner. The desk review of Job Connection's FY'04 audit found the results to be unqualified without any reportable conditions. There were several recommendations discussed in a letter to the management in terms of backing up data files, printing the general ledger, filing in individual's files, as well as spot-checking these files.

Appendix I

There were two Appendix I items which were negotiated for the current contract period:

- Consulting with the QIS on systems change issued including rate design and incident management 2 times during the coming year. Consult on rate design and incident management has been ongoing throughout the year.
- Consult on the possibility of organizing a regional training. Efforts to have a regional training come to Billings have not been successful due to inability to contact other agencies. However, a regional workshop on the topic of Ethics of Touch and Safe Haven was arranged and attended by approximately 30 staff from around the region. It was presented by professionals from the Montana Developmental Center and utilized a training video produced by the Montana Developmental Center. The workshop will be offered again during the summer of 2006.

Specific Services Reviewed

A. Residential

Accomplishments

- The agency received a commendation from CARF for its residential supported living services.
- As mentioned above, Job Connection has purchased a home for crisis intervention. The home is currently occupied by a consumer.

Programmatic Deficiencies

- No programmatic deficiencies were noted.

Corrections to Deficiencies

- No corrections to deficiencies was required.

I. Health and Safety

Vehicles

-See comments below under Vocational services.

Consumers

-Job Connection serves three individuals in its Supported Living Program. One individual was selected for review. Job Connection assists this individual with medical issues and appointments, as well as cooking, paying bills, and grocery shopping. No health and safety issues were noted.

Medication Safety

-There were no medication errors reported for any person receiving Supported Living Services during the period covered by this review. Staff who work with consumers in the Supported Living Program were found to have current Medication Administration Certifications.

Sites

-The home of the individual reviewed was visited. This home is owned by and her husband, and they are in the process of fixing it up. The home was equipped with smoke alarms and a fire extinguisher and has two unobstructed exits. Emergency contact telephone numbers were posted next to the phone. There was documentation of evacuation drills, checks of smoke alarms and cleanliness on a monthly basis.

II. Service Planning and Delivery

Individual Planning (Assessment, Implementation, Monitoring)

-s file was reviewed. All objectives specified in her Individual Plan were based on assessment information, and are being implemented as written. Supported Living assistance is being provided to cook, pay bills, grocery shop, attend medical appointments. Documentation of contacts and implementation of objectives was thorough, well-organized, and easily retrievable. A commendation is offered for this effort (QAOS #1).

Leisure/recreation

- attends one of Job Connection's Friendship Clubs on a regular basis. She and her husband also independently engage in a variety of leisure and recreation activities at home and within the community.

Client Rights

-No issues related to violations of client rights were noted.

Medical/health Care

-As mentioned above, Job Connection assists with medical appointments and follow-up. No medical or health issues were noted.

Emotionally Responsible Care Giving

-The interactions between staff and consumers were observed to be positive and caring.

Consumer Surveys

-For the one file reviewed, a consumer survey was on file with the IP with no issues or concerns noted.

Agency's Consumer Satisfaction Surveys

-See comments below under vocational services.

III. Staffing

Screening/hiring

-See below under Vocational Services

Orientation/training

-See below under Vocational Services

Staff Surveys

-See below under Vocational Services

IV. Incident Management

APS

-There were no incidents alleging abuse, neglect, or exploitation of any of the consumers receiving Supported Living Services during the period covered by this review.

Incident Reporting

-There were no reported incidents for any of the consumers receiving Supported Living Services for the period covered by this review. See also additional comments below under Vocational Services.

B. Work/day/community Employment

Accomplishments

-As mentioned above, Job Connection began operating a food booth at the YMCA.

-Two staff were certified as 'Soft-skills' instructors.

Programmatic Deficiencies

-No programmatic deficiencies were noted.

Corrections to Deficiencies

-No corrections to deficiencies were required.

I. Health and Safety

Vehicles

-Job Connection maintains three vehicles for agency staff to use. Vehicles are maintained in good operating condition. Staff are required to maintain a current Montana driver's license, to understand the operation manual for all company vehicles, to check the vehicle for general road worthiness before driving, and to demonstrate the ability to drive the vehicle in the presence of supervisory personnel.

Consumers

-Job Connection provides Supported Employment services through its vocational program and typically such services do not formally address health and safety needs of the service recipients. However, Job Connection has historically demonstrated that the agency is always willing to 'go the extra mile' to ensure the health and safety of all the folks in their services. No health and safety concerns were raised for any of the individuals reviewed.

Medication Safety

-Job Connection does not typically assist vocational service recipients with their medications.

Sites

-The work sites of four individuals were visited as part of this review. Each of the individuals interviewed expressed satisfaction with their jobs, and no health and safety issues were noted at any of the sites. Job Connection has done an excellent job of providing a wide variety of individually tailored employment options throughout the community.

II. Service Planning and Delivery

Individual Planning

-The files of 5 individuals receiving Supported Employment Services were reviewed. All individual plans were found to be based on assessment information and to address specific client wants and needs. Objectives were measurable, related to long range goals, and implemented as specified in the plans. Data was thorough, well-organized, and easy to retrieve. Job Connection is commended for this effort (QAOS # 1).

Leisure/recreation

-Job Connection emphasizes the importance of leisure and recreation activities through its Friendship Clubs, organized recreational events, and other classes and groups to enhance personal growth and acquisition of social skills, manners, personal hygiene, and work ethics. These activities offer a holistic approach to job satisfaction and security for consumers, and a commendation is offered for providing this level of support (QAOS # 2).

-Another example of Job Connection's emphasis on leisure and recreation is the development of a 'Client Yearbook,' with a picture of each person and a list of things he or she likes to do. This enables Job Connection to offer activities that recipients are interested in doing. A commendation is offered for this effort (QAOS #3).

Client Rights

-Job Connection has historically been a strong champion of the rights of people with developmental disabilities. As mentioned above, evidence of this can be seen in the Client Manual which presents information to consumers in user-friendly language on such topics as the Job Connection grievance procedure, and an outline of Job Connection and client rights and responsibilities (QAOS #4).

Medical/health Care

-As mentioned above, vocational services do not typically provide medical and health care, but Job Connection staff have consistently offered support beyond the workplace to individuals who experience medical and health issues.

Emotional Responsible Care Giving

-All interactions observed between staff and consumers were positive and caring. Throughout this review, I was particularly impressed with the level of enthusiasm with which staff spoke about their jobs and the individuals whom they support. Interactions among staff in the Job Connection main office were observed to be very cordial and up-beat. This appears to be a very health workplace.

Consumer Surveys

-All files reviewed contained consumer surveys as part of the Individual Plans with no problems or concerns noted.

Agency's Consumer Satisfaction Surveys

-Job Connection performs annual consumer satisfaction surveys and the results are used in long-range planning.

III. Staffing

Screening/hiring

-The files of four staff were reviewed. All were found to have criminal background checks.

Orientation/training

-The same four files contained documentation that comprehensive orientation training was completed for each person.

Staff Surveys

-Five staff were interviewed using the prescribed Staff Survey. All staff interviewed were able to satisfactorily answer the questions contained in the survey. A survey conducted in the previous Quality Assurance Review detected an issue with staff not understanding the appropriate reporting requirements for abuse, neglect, and exploitation, but that was not found to be a problem during this review.

IV. Incident Management

APS

-There were no allegations of abuse, neglect, or exploitation which involved agency staff for the period covered by this review.

Incident Reporting

-For the period covered by this review, Job Connection has submitted incident reports for all required incidents within stipulated time-frames. The agency Incident Management Committee meets weekly to review incidents which occurred during the week, as well as review any ongoing trends. There were two critical incidents involving consumers served in the Vocational Program, both involving hospitalizations.

C. Community Supports

Accomplishments

-The Community Supports Program grew by three individuals during the period covered by this report.

Programmatic Deficiencies

-No programmatic deficiencies were noted.

Corrections to Deficiencies

-No corrections to deficiencies is required.

I. Health and Safety

Vehicles

-See above under vocational.

Consumers

-Job Connection serves 16 individuals through its Community Supports Program. Health and safety needs are addressed in plans of care. For two consumers, the amount of funding, which is capped at \$7,800, is insufficient to totally address all their needs. Crisis funding has been granted to ensure their health and safety, and both individuals have been placed on waiting lists for additional services

Medication Safety

-Job Connection does not assist with medication administration for any of the consumers receiving Community Supports services, but does monitor one individual to ensure that he is taking medications as prescribed by his doctor.

Sites

-No residential sites were visited for the individuals sampled as part of this review. Residential Habilitation is provided to only one of the five consumers reviewed, and that individual declined to have me visit her home. One consumer was visited at her job site, and no health or safety concerns were raised there. This consumer expressed satisfaction and pride in her job, and has held this job for over ten years.

II. Service Planning and Delivery**Individual Planning**

-The files of five individuals receiving Community Supports were reviewed. All plans were found to be based on assessment information, objectives related to long range goals and were implemented as specified in the plans.

Leisure/recreation

-There were leisure and recreation objectives for four of the five files sampled. Consumers interviewed all expressed satisfaction with the amount and variety of recreational activities they were participating in. See also comments above under Vocational Services.

Client Rights

-No issues relating to client rights were noted for any of the individuals receiving Community Supports.

Medical/health Care

-Objectives to assist with medical appointments and follow-up were found in three of the five files sampled. A review of contact notes revealed that all objectives relating to medical and health care were being implemented as specified in the plans.

Emotionally Responsible Care Giving

-As mentioned elsewhere in this report, all interactions observed between staff and consumers were positive and caring.

Consumer Surveys

-All Community Supports files reviewed contained completed Consumer Surveys. Any issues or concerns were being addressed.

Agency's Consumer Satisfaction Surveys

-See comments above under Vocational Services.

III. Staffing

Screening/hiring

-See comments above under Vocational Services.

Orientation/training

-See comments above under Vocational Services.

Staff Surveys

-See comments above under Vocational Services.

IV. Incident Management

APS

-There were no incidents of alleged Abuse, Neglect, or Exploitation involving Community Supports recipients and Job Connection staff during the period covered by this report.

Incident Reporting

-Incidents involving consumers receiving Community Supports Services were reported within the stipulated time frames. There were four critical incidents; three hospitalizations, and one involving law enforcement.

D. Transportation

-Job Connection acts as a fiscal intermediary to provide consumers with bus passes on Met Transit. We much appreciate this service, as it gives 85 consumers transportation on the bus routes around the city. See also comments above under Vocational Services/Health and Safety/Vehicles.

Conclusion

Findings Closed

-No deficiencies were noted, and all findings are closed.

Findings Open/plan of Correction

-No findings remain open and no plans of correction are required.